



OLSCOIL NA GAILLIMHE  
UNIVERSITY OF GALWAY

# CT 3112 - PROFESSIONAL SKILLS - COMMUNICATION SKILLS

## Effective presentation skills - Questions and Answers

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# Importance of Q&A session

- Get clarification
- Gauge understanding
- Address any misconceptions or confusion
- Enhance engagement and participation
- Build trust and credibility
- Encourage critical thinking
- Provide feedback
- Leave a lasting impression



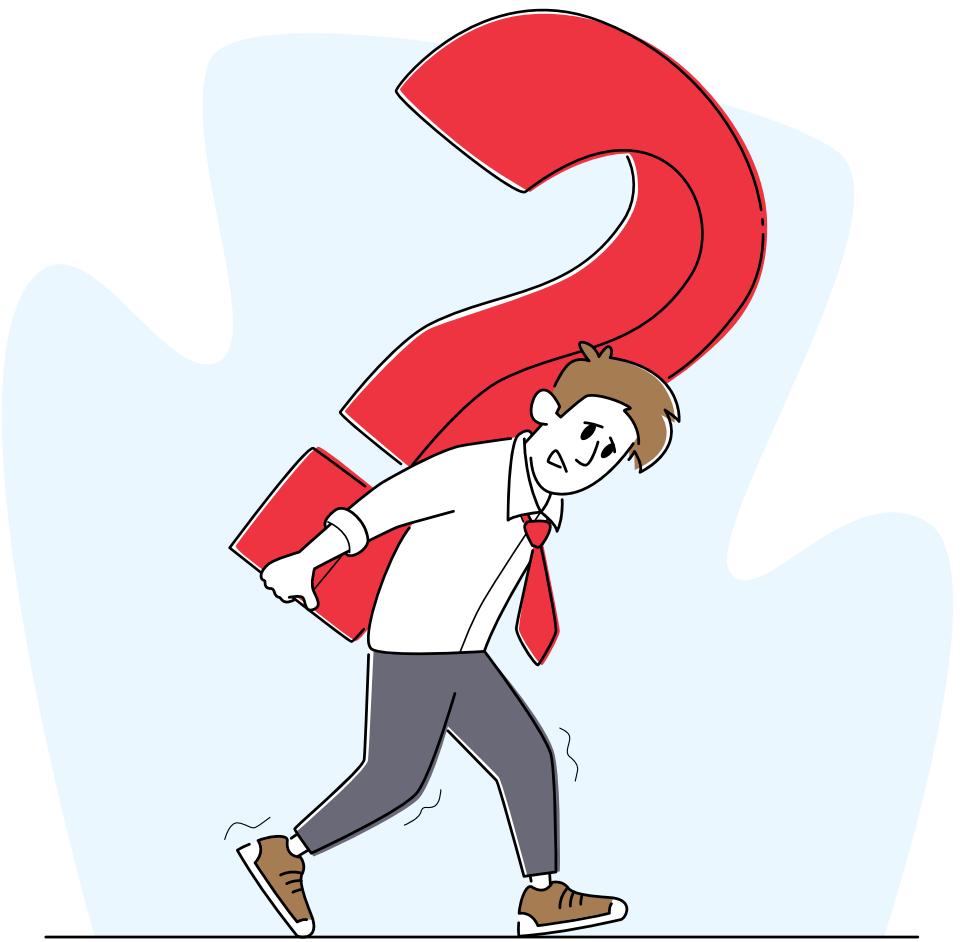
# How to prepare for the Q&A part of the presentation:

- Anticipate potential questions
- Have a clear and concise answer
- Prepare a list of key points or talking points



# How to deal with difficult questions

- Listen carefully
- Ask for clarification
- Be honest
- If it's an inappropriate or irrelevant question, you can redirect it to the topic at hand.



# How to deal with questions you don't know

- Admit that you don't know the answer
- Offer to research the answer
- Be honest and transparent
- Show that you are willing to help and learn



# Recommendations for a good Q&A session:

- Encourage to ask
- Show that you value
- Make it clear that there is no such thing as a "stupid" question.
- List of the most critical topics



- Practice/ rehearse
- Get feedback from others and make adjustments as needed

## **Remember:**

- Opportunity to learn
- . Q&A session can be a valuable and productive part of the presentation.

